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EXECUTIVE
COMMISSIONER

Date: February 23, 2017 **MEPD and Texas Works Bulletin 17-3**

To: Eligibility Services – Regional Directors
Program Managers
Eligibility Services Supervisors
Regional Attorneys
Hearings Officers

From: Regina Perez, Director
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Subject: Updated Data Broker Procedures

- 1. Accessing Data Broker**
- 2. Case Processing**
- 3. Suspended Cases (Cases on hold due to Data Broker access issues)**

Bulletins are sent to supervisors and other regional managers. Supervisors must share this information with all eligibility staff. Please ensure that copies are provided to staff that do not have access to e-mail. If you have any questions regarding the policy information in this bulletin, follow regional procedures. Active bulletins are posted on the following websites:

- *Texas Works Handbook (TWH)* at: <https://hhs.texas.gov/laws-regulations/handbooks/texas-works-handbook>.
- *Medicaid for the Elderly and People with Disabilities (MEPD) Handbook (MEPDH)* at <https://hhs.texas.gov/laws-regulations/handbooks/medicaid-elderly-people-disabilities-handbook>.

Background

There are currently issues related to accessing electronic data through Data Broker. Included in this bulletin are updates regarding:

1. Accessing Data Broker
2. Case Processing
3. Suspended Cases (Cases on hold due to Date Broker access issues)

Staff must continue to follow current procedures for reporting issues with accessing Electronic Data Sources (ELDS) in TIERS.

1. Accessing Data Broker

Staff must use ELDS available through TIERS before accessing the Standalone Data Broker Report. If ELDS is not displayed in TIERS, staff must use the Data Broker Report available through the standalone system.

In addition, staff must not request access to the Texas Workforce Commission (TWC) standalone system. The TWC standalone system is only available to Office of the Inspector General (IG) staff. All other staff will be denied access.

ELDS Displayed In TIERS

With the exception of the Electronic Disqualified Recipient System (eDRS) information, current ELDS is being displayed in TIERS. This information must be used if it is displayed; however, prior to using the information available through TIERS, ensure it is applicable to the case being processed.

Standalone Data Broker Report

For those staff having technical issues accessing Data Broker information within TIERS, and until these issues are resolved, staff must use the following link to access the Standalone Data Broker Report:

- <https://nofraud.hhsc.state.tx.us/>

The Systematic Alien Verifications for Entitlements (SAVE) information is **not** available in the Standalone Data Broker Report and must be accessed through the HHSC Enterprise Portal (See Accessing SAVE through HHSC Enterprise Portal).

To receive the Standalone Data Broker Report, staff should:

- Enter the client driver's license number.
- Click "Lookup" to pre-populate client data fields (e.g., name, address, date of birth, social security number).
- Verify client address is current.
- Enter the case number.
- Click "Submit".

Until further notice, staff should not use following link:

- <https://portal.pcgtxdatabroker.com/>

Accessing SAVE through HHSC Enterprise Portal

SAVE is not available through the Standalone Data Broker Report. Staff can access SAVE through the HHSC Enterprise Portal if they have previously been provisioned or can contact an individual with access in their program area.

- HHSC Enterprise Portal: <https://hhsportal.hhs.state.tx.us>.
- SAVE will be listed in the left navigation under "My Applications".

Follow existing submission process to request SAVE information.

2. Case Processing

Medicaid for the Elderly and People with Disabilities (MEPD)

Currently, Asset Verification System (AVS) is unavailable. Staff must continue to process the case without the electronic information until notified otherwise.

Texas Works

Currently, Electronic Disqualified Recipient System (eDRS) is unavailable. Staff must use the policies found in Texas Works Handbook B-900, Referrals for Intentional Program Violations. In addition, staff must add the following comment to the Form H1856, SNAP Out-of-State Intentional Program Violations:

"eDRS was not available and the client indicated an International Program Violation (IPV) on the application."

Staff must continue to process cases, including pending for required verification, following existing policies and procedures.

3. Suspended Cases - Business Process Redesign (Cases on hold due to Data Broker access issues)

For cases that are suspended because Data Broker could not be accessed, staff must access data broker following **1. Accessing Data Broker** of this bulletin and process the case following existing policies and procedures before disposing.

For cases processed on February 21 and 22, 2017, staff must verify Data Broker was accessed and acted upon. If there is no record that Data Broker information was accessed, staff must access Data Broker information when processing a final eligibility determination.

Effective Date

Effective immediately upon the distribution of the bulletin.